

Sunmin's

Unified RFP format provide suggestion about market trends of design

Concept 1
Smart Usher Tool

Painpoint:

- RFP is different from customers
- For SLS, they had no basis of design / Less confident
- Less knowledge leads more assumption

Benefit:

- Standardized, unified RFP Format within 1-2 page
- Scannable lists (by Business issues / Needs / special request to be done / floor plan ... etc)
- 4 buttons on the top that SLS can reconfirm their interpretation based on reliable sources.
- Final recheck with dealer

Sunmin's

organizing information

Concept 2
Sharable Internal Communication Board

Painpoint:

- Decentralized information
- messy communication
- no one put clear decision.

Benefit:

- Centralize information
- Everyone can check important matters of each teams
- Reduce unnecessary conversations and save time
- One internal channel board of each order makes clear and simple
- To distributed engagement work culture, this could be a booster shot of 'We'

Sunmin's

simulation of product and experience **efficient for decision making** **real time and face-to-face communication** **sharing same-level experience**

Concept 3
Enhance shared experience_AR/VR conference rooms

Painpoint:

- Limitations from 2D Visuals
- No basis of design
- No consistent process of communication
- Trends of hybrid work culture make hard people on the same page

Benefit:

- Possible to check 'ACTUAL SIZE' of 3D rendered furniture based based on RFP
- Increase consistency level
- Feel a sense of connection to company and coworkers
- draw best solutions

Sunmin's

matching previous reference **order history improve productivity and accuracy**

Concept 4
Data driven decision making + point rewarding system

Painpoint:

- Turnover dealership
- Time pressure
- No basis of design

Benefit:

- Enhance employee experience: more than task productivity
- Facilitating decision making process
- All data driven resource: heighten Accuracy
- Increase confident level of SLS: verified solution and ideas > Less worries about impossible to realize

Sketch 5

training tool for newcomers **navigate working progress** **finding right person to contact and terminology**

Concept 5
Digital Order Process familiarization tool (playbook)

Painpoint:

- Turnover dealership
- No backgrounds of Tons of STC furniture

Benefit:

- Reduce time to retraining new dealers or SLS
- Navigation kit lessen assumption level.
- Increase the sense of Material, color, texture, and unit configuration / terminology > Help to quickly adapt to work

Siyuan's

standardizing shared contents **configuring info structure**

Concept 1:
Email template configurator / generator

Painpoint:

- Email is a too text-based and linear way.
- They have tools for different types of info, but lack a way to organize them and align.

Benefit / Value:

- Standardizing communication can make it easier to manage scattered info.
- Avoid manage project resources manually - auto-collect related info from emails.
- Provide visual and structure - Easy to digest the email content.

Siyuan's

Standardizing description of actionlines **visualizing actionlines**

Concept 2:
Actionline / Actionpedia / TransferText

Painpoint:

- RFQ is Text-based and very open to interpretation.
- We need to align interpretation within teams and among dealers and customers.

Benefit:

- Standardize description for changes / iterations
- Explore visual ways for team presentation / pitch to customer
- Sort out and highlight Change/ Adds/Deletes for stakeholders (such as mockup team etc).

Siyuan's

Concept 3:
Build-on-Game / Build-on-Funnel - cause more waiting time:

Painpoint:

- Everyone just care about their own unit and agenda instead of from STC/ team POV.
- No one is responsible for the holistic view & decision making.

Benefit:

- Building on the previous units need a better understanding of overall structure and product integration.
- Do not need to make decisions among all variables but at the same time maintain the space to trace back
- Advocate a culture shift from individual to team perspective.

Siyuan's

emphasise meeting preparation **team building** **efficient decision making**

Concept 4:
Meeting planner: Dashboard / Kit

Painpoint:

- Meetings involve lots of people, are always chaotic, not on the same page.
- Hard to achieve a final decision (for further RFQ) at the end of the meetings.
- Align people's goals

Benefit:

- Better preparation before meeting.
- Better context catching during meeting.
- Better decision triggering after meeting.
- Easier for the whole project team align progress and decisions.
- Clearer meeting structure and agenda.

Siyuan's

collect / capture decentralized info **struture info**

Concept 5:
Capture info into info pool / Info hub

Painpoint:

- Employees need buffer when processing informations
- Hard to collect and manage fragmented info because they are in different channels and may happen in DMs/Emails.

Benefit:

- Set a space for buffer: Catch the info when you use it, and process when you need it.
- Avoid forget to take actions or inform/align the team about any decisions on changes due to info drops in individual DMs.

Yiqi's

highlight customer/client persona **align understanding / empathy of clients within teams** **prepare meeting**

Concept 1
"Persona" - we serve the same client

Scenario
Prior to the meeting, sales can send customer information to different specialists in advance, and the specialists can view the customer profile in advance

Painpoint:

- Less knowledge leads more assumption

Benefit:

- Let all stakeholders know about the customer in advance (who, expectations, delivery date, budget)
- Improve the efficiency of meetings

Yiqi's

transparent tracking **centralize resources**

Concept 2
Information center

Scenario
When sales or internal specialists want to view specific project information, they can log in and view

Painpoint:

- Lack of transparency of the project

Benefit:

- Each stakeholder can view the progress of the project and their tasks
- All relevant information for the entire project can be viewed

Yiqi's

transfer text to visual **standardizing settings** **product unit configuration**

Concept 3
Smart Conversion Tool

Scenario
When sales receives a text-based requirements document, they can convert the text into a 3D model

Painpoint:

- Using different communication platforms makes projects lack transparency
- Employees use private chat software
- Email is not convenient to discuss issues

Benefit:

- Unified work communication tools promote project transparency
- Important information can be categorized and viewed by every stakeholder internally

Yiqi's

organizing information **collect info in Teams into shared folders**

Concept 4
Message Sharing Center

Painpoint:

- Using different communication platforms makes projects lack transparency
- Employees use private chat software
- Email is not convenient to discuss issues

Benefit:

- Unified work communication tools promote project transparency
- Important information can be categorized and viewed by every stakeholder internally

Yiqi's

matching / help find right person **filter relevancy** **Building team**

Concept 5
Finding the right person

Painpoint:

- Sales doesn't know what expert or stakeholder to call for a meeting to deal with the order

Benefit:

- Automated recommendation of relevant experts according to different product characteristics
- can add experts who are familiar with
- can check the availability of experts

Yiqi's

Concept 3
Smart Conversion Tool

Painpoint:

- For SLS, they had no basis of design / Less confident
- Text-based documents are very hard to read and hard for others to imagine

Benefit:

- Add visual reference for internal stakeholders
- Visual drawings for easy discussion
- Easy for sale without a design base to use